**Skills Matrix**

To help you prepare for an interview, think of an example that you can talk about for each of the following and write some notes in the box to help remind you of the example. The questions on the left hand side are some ideas for you to think about, you don’t have to answer these particular questions or limit your examples to these.

Here is an example for you to look at before you try to complete your own Skills Matrix:

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| --- | --- | --- |
| **Area** | **Employment Example** | **Personal/Life Example** |
| **Teamwork**  When have you worked as part of a team before?  What skills did this involve?  Did you have to overcome any issues, and if so, how did you?  Do you participate in any team sports, or part of a club or society? | Café Calm – team of 6, rotated different roles during the day. Needed to work together to ensure quick & professional service.  Skills – good communication, attention to detail, not leaving tasks I didn’t enjoy, good customer service.  Issues – people off sick / short staffed so had to do 2 roles/help out. Customer complaints – had to sort out professionally and as a team. | Play netball – lots of team work & practice.  Did a fundraising event for netball team – 7 people worked together to plan, prepare & run the event. Raised £2000. |

Now you have seen our example, add some of your own into the Skills Matrix below:

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| --- | --- | --- |
| **Area** | **Employment Example** | **Personal/Life Example** |
| **Teamwork**  When have you worked as part of a team before?  What skills did this involve?  Did you have to overcome any issues, and if so, how did you?  Do you participate in any team sports, or part of a club or society? |  |  |
| **Communication**  How have you effectively communicated with others when in work?  Did you have to overcome any issues, and if so, how did you? |  |  |
| **Problem solving**  What problems have arisen in both work and life, and how did you solve these?  What did you learn from this experience, and have you applied any of these techniques again? |  |  |
| **Planning & Prioritising / Organisational skills**  Have you been part of planning any events, meetings, diaries while in work? How did you go about this, what did you learn, what were the outcomes?  How do you prioritise tasks at work, especially if it is very busy?  How do you organise and prioritise your day-to-day life? |  |  |
| **Customer Service**  What is good customer  experience? If you work in customer service, think of examples where you have gone above and beyond for a customer.  How do you deal with customers who are angry, or have a complaint?  What is bad customer service? Have you ever experienced this? |  |  |
| **Dealing with conflict**  Think about any time both within work and your own life that you have had to deal with conflict – perhaps someone who you struggled to get on with, or an issue that caused tension between you and someone else – how did you deal with this? What was the outcome? |  |  |
| **Adapting to change**  Have you had to adapt to a change before? What was the change, how did it impact you, and what strategies did you put in place to help deal with this? |  |  |
| **Drive for results**  What are your aspirations and how are you planning to get there? Are you/have you undertaken any training or worked to develop your skills? |  |  |
| **Any other ideas?** |  |  |